

Enterprise Incident Report March 2011

As of 4/4/2011

Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Commerce	75 30	75 30
Customer Company Total	75 30	75 30

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Commerce	75 8	75 8
Customer Company Total	75 8	75 8

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Commerce	75 0.35	75 0.35
Customer Company Total	75 0.35	75 0.35

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Commerce	75 5	75 5
Customer Company Total	75 5	75 5

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Commerce	75 1.52	75 1.52
Customer Company Total	75 1.52	75 1.52

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Detail

INC000000270614	Maxine McBurnett Metro A Desktop Support	Application Julie VanBeekum	Error Commerce	License Enforcement System Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.37 1.38
INC000000270993	Pamela Bennett Metro A Desktop Support	Application Julie VanBeekum	Error Commerce	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000270999	Wayne J Holman Metro A Desktop Support	PC/Laptop Julie VanBeekum	Error Commerce	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000271124	Taylor Bradley Application Support	Application Mya Taaffe	Reporting Commerce	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.75 4.38
INC000000271149	Missie Stoffel Metro A Desktop Support	Application Julie VanBeekum	Error Commerce	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 1.25
INC000000271276	Debra Troxel Metro A Desktop Support	Application Julie VanBeekum	None Commerce	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 3.79
INC000000271359	Cheryl Murray Metro A Help Desk	Application Ed Conrad	Error Commerce	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000271441	Mark Steinagel Metro A Help Desk	Network Ed Conrad	Password Commerce	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000271597	Jim Bolton Help Desk	PC/Laptop James Stearns	Hardware Commerce	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000271806	Mark Steinagel Metro A Help Desk	Network Liz Evans	Password Commerce	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272184	Marvin Sims Capitol Hosting	Application Joe Benson	None Commerce	Controlled Substance Database Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.75 2.75
INC000000272646	Douglas Wawrzynski Metro A Desktop Support	Network Julie VanBeekum	Password Commerce	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272652	David B Taylor Metro A Desktop Support	PC/Laptop Julie VanBeekum	Performance Commerce	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000273753	Andy Free Application Services	Application Martin Gonzalez	Error Commerce	None Low	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.06 27.62
INC000000274142	Mark Fagergren Metro A Desktop Support	PC/Laptop Julie VanBeekum	Hardware Commerce	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000274145	Mark Fagergren Metro A Desktop Support	PC/Laptop Julie VanBeekum	Hardware Commerce	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000274150	Danny Martinez	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.12
	Voice Operations	Annette Nielsen	Commerce	Low	Closed	TTR Missed: No	TTR: 0.16
INC000000274237	Jeff Henrie	Network	Incident	None		TIR Missed: No	TIR: 0.52
	Metro A Desktop Support	Mike Wilde	Commerce	Low	Closed	TTR Missed: Yes	TTR: 6.50
INC000000274242	Glen Minson	Application	Reporting	None		TIR Missed: No	TIR: 0.49
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 3.86
INC000000274419	Mary Price	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.13
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 1.85
INC000000274577	Barbara Waters	Application	Error	Symantec AntiVirus		TIR Missed: Yes	TIR: 2.56
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 2.57
INC000000274651	Valarie Stewart	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000274683	Scott Drummond	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Capitol Hosting	Conn Peterson	Commerce	Low	Closed	TTR Missed: Yes	TTR: 8.95
INC000000274793	Glen Minson	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275101	Janeen Steer	PC/Laptop	None	None		TIR Missed: No	TIR: 0.36
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: Yes	TTR: 6.53
INC000000275581	Steven Jentzsch	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275590	Steven Jentzsch	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275898	Su Chon	Application	Reporting	None		TIR Missed: No	TIR: 0.38
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 1.08
INC000000276180	Tom Harper	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.02
	Application Services	Martin Gonzalez	Commerce	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000276188	Clyde Ormond	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.06
	Application Services	Martin Gonzalez	Commerce	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000276579	Steven Jentzsch	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000277214	Sally Canavan	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 1.43
INC000000277351	Louise McMillian	Network	Password	None		TIR Missed: Yes	TIR: 1.60
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 1.62

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INC000000277578	Christy Daskalakis	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000277789	Rachell Oaks	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000277908	Kristy Haueter	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.14
	Metro A Desktop Support	Edward Fortner	Commerce	Low	Closed	TTR Missed:	No	TTR:	4.45
INC000000278124	Michele Beck	Mobile Devices	Error	BlackBerry Configuration		TIR Missed:	No	TIR:	0.00
	Help Desk	Eileen Dubach	Commerce	Low	Resolved	TTR Missed:	No	TTR:	0.12
INC000000278174	Daniel Jones	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.91
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.91
INC000000278259	Matani Manatau	Telecom	Feature	None		TIR Missed:	No	TIR:	0.21
	Voice Operations	Lois Schow	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.35
INC000000278622	Louise McMillian	Application	Reporting	None		TIR Missed:	No	TIR:	0.41
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.44
INC000000278671	Maxine McBurnett	Application	Error	None		TIR Missed:	No	TIR:	0.65
	Application Support	Derral Sorensen	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.65
INC000000278747	Karen Wicker	Network	Incident	None		TIR Missed:	No	TIR:	0.30
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.74
INC000000278838	Bowen Call	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000279049	Allyson Robinson	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000279056	Su Chon	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000279744	Brittany Butsch	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.62
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	Yes	TTR:	10.89
INC000000280658	Karen Schulte	Application	Error	Controlled Substance Database		TIR Missed:	No	TIR:	0.30
	Application Support	Austin Haws	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.64
INC000000280753	Pia Gonzalez	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.14
INC000000280796	Danny Martinez	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.72
	Application Services	Tony Larsen	Commerce	Low	Closed	TTR Missed:	No	TTR:	1.54
INC000000280800	Allyn Stutsman	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000280812	Kent Barnes Metro A Desktop Support	PC/Laptop Julie VanBeekum	Performance Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000280845	Abdinasir Abdulle Help Desk	Application Vicky Marrelli	Password Commerce	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 1.18
INC000000281033	Louise McMillian Metro A Desktop Support	PC/Laptop Julie VanBeekum	Performance Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 0.48
INC000000281813	Kim Quach Application Services	Application Martin Gonzalez	Error Commerce	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 0.86
INC000000282597	Marcia Corak Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000283630	Jim Grant Metro A Desktop Support	Network Julie VanBeekum	Password Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000283757	Theresa Reinders Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.03
INC000000283813	David Furlong Application Services	Application Martin Gonzalez	None Commerce	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.43
INC000000283826	Karen Wicker Metro A Desktop Support	Network Julie VanBeekum	Performance Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000283841	Cyndy Nelson Metro A Help Desk	Network Ed Conrad	Error Commerce	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000283875	Cheryl Murray Metro A Help Desk	None Liz Evans	None Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000284483	Joyce McStotts Metro A Help Desk	Network Liz Evans	Incident Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000284610	Jim Bolton Application Services	Application Tony Larsen	Error Commerce	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.58 0.89
INC000000285319	Cheryl Murray Metro A Desktop Support	PC/Laptop Julie VanBeekum	None Commerce	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.34 2.34
INC000000285661	Julie Bolinder Metro A Desktop Support	None Julie VanBeekum	None Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.61
INC000000286261	Elizabeth Blaylock Metro A Desktop Support	Network Julie VanBeekum	Performance Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000286440	Sharon Smalley Metro A Desktop Support	PC/Laptop Julie VanBeekum	None Commerce	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.71

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INC000000286503	Jody Colvin	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000287280	Jody Colvin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.14
	Metro A Help Desk	Liz Evans	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.14
INC000000287346	Jim Bolton	PC/Laptop	Virus	None		TIR Missed: Yes	TIR: 1.09
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 2.20
INC000000287974	Sally Canavan	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000288002	Tom Harper	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000288003	Richard Jaramillo	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000288620	Louise McMillian	Application	Error	License Enforcement System		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.78
INC000000288787	Richard Jaramillo	Application	None	Nemo Queue		TIR Missed: Yes	TIR: 1.89
	Metro A Desktop Support	Mike Beynon	Commerce	Low	Resolved	TTR Missed: No	TTR: 1.89